

A.1.1

Program Overview

General

This section gives an administrative overview of the County Medical Services (CMS) Program. It describes who has administrative and eligibility responsibility, and how to access the program.

**1.
Program
Description**

County Medical Services is a health care program for indigent adults. CMS is not health insurance; it is the program of last resort for eligible adults, which covers only certain medically necessary medical services. CMS is the County's safety net program covering adults who are not eligible for Medi-Cal. San Diego County does not provide direct services. Services are provided by primary care clinics, local hospitals, and physicians that contract with San Diego County to provide medical care.

A modification to the CMS Program was approved by the San Diego County Board of Supervisors on 05/13/08. As a result, CMS Program benefits shall continue to be certified under two separate eligibility categories; CMS and CMS Hardship. CMS provides services at zero cost to individuals who meet CMS eligibility criteria and whose family income does not exceed 165% of the annually adjusted Federal Poverty Level (FPL). Individuals who meet CMS eligibility criteria and whose family income is over 165%, up to and including 350% of the annually adjusted FPL may be required to meet a Share of Cost (SOC) obligation each month. Refer to MPG Article A, Section 5 for additional information regarding income limits.

Individuals who meet all other CMS eligibility criteria and whose family income is over 165%, up to and including 350% of the annually adjusted FPL, will be evaluated for a CMS hardship that may result in zero cost or an adjusted SOC for CMS services. Refer to MPG Article A, Section 13, for additional information regarding hardship evaluations.

Effective 12/1/2007, as a condition of eligibility, all CMS applicants are required to sign the CMS Lien Information form (CMS-123) and CMS Grant of Lien form (CMS-122), naming the County of San Diego as grantee to secure any and all real estate property of the applicant as security for repayment of all claims paid by CMS on their behalf. The lien will be filed against any

real property that is currently owned or real property that may be acquired in the future. However, the applicant does not need to sell their current principal residence to qualify. Refer to MPG Article A, Section 5-5 for additional information regarding liens.

Effective with applications dated 7/1/2008, as a condition of eligibility, CMS applicants whose family income is over 165%, up to and including 350% of the annually adjusted FPL are required to sign the CMS Reimbursement Agreement form (CMS-106). The CMS Informational Notice (CMS-109) must be give along with the CMS Reimbursement Agreement form (CMS-106). This repayment document requires the CMS applicant to reimburse San Diego County via the Office of Revenue & Recovery, for CMS services provided. Refer to MPG Article A, Section 5 for additional information regarding repayment requirements and procedures.

A.1.2

Scope of Services

**A.
Services
Covered by
CMS**

The scope of services provided under CMS and CMS Hardship are identical. Both CMS eligibility categories cover primary care evaluations and follow-up care. Both cover emergency room care, emergency hospital admissions, emergency medical transportation, emergency dental care, and prescription medications from the approved CMS list. All prescriptions funded by CMS must be approved by the Food and Drug Administration (FDA).

**B.
Services That
Need Advance
Approval**

Medical services, which must be approved in advance, includes but is not limited to: specialist visits, planned hospital admissions, surgical and diagnostic procedures, limited rehabilitation, medical equipment, home health services, and non-emergency medical transportation.

Primary care evaluations and emergency department care do not need to be approved in advance.

**C.
Services Never
Covered by
CMS**

1. Routine or work examinations
 2. Non-emergency dental or vision care
 3. Dentures and orthodontia
 4. Pregnancy-related services
 5. Family planning, including voluntary sterilization
 6. Infertility services
 7. Non-prescription medications; Prescriptions not approved by the FDA
 8. Visits to the emergency room for follow-up care or prescriptions
 9. Mental health care
 10. Drug or alcohol treatment
 11. Experimental or cosmetic procedures
 12. Organ or bone transplants and related services
 13. Bone marrow transplants
 14. Clinical trials are not a CMS Program covered benefit. This includes any medications, treatments, procedures, or professional components related to any clinical trial in which the CMS patient may be involved.
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D.

1. Payment

**Out of the
County
Services**

In limited instances, CMS will pay for emergency care provided outside of the County by a county hospital to an eligible CMS beneficiary. Workers must refer CMS beneficiaries and out-of-county providers to the CMS Patient/Provider Relations Manager at (858) 492-4422 to answer questions about payment of emergency care provided outside of San Diego County.

2. Transfer of Care

CMS will coordinate the transfer of care of CMS beneficiaries admitted through the emergency room into an acute care facility located outside of San Diego County. The CMS beneficiary or out-of-county provider should call the CMS Patient/Provider Relations Manager to arrange the transfer.

A.1.3

Access To Eligibility

**A.
Standard
Eligibility
Application
Process**

Adults can apply at any one of the primary care clinics or public health centers where County eligibility staff is located by calling 800-587-8118 to schedule an eligibility appointment.

**B.
Emergency
Hospitalization
Application
Process**

Adults admitted through the emergency room can apply while in the hospital if the hospital chooses to refer the patient to the on-sight Hospital Outstationed Services (HOS) worker. The referral may be handled by the HOS worker or decentralized via procedures in MPG Article 4, Section 3.

A.1.4

Medical Program Guide (MPG)

A. MPG

Article A of the Medi-Cal Program Guide contain the policies and procedures for the CMS Program. Generally, CMS follows Medi-Cal regulations with specific exceptions. These exceptions are detailed in Article A.

A.1.5

Administrative Responsibilities

A. Health Coverage Access (HCA)

This section within HHSA contains a Manager overseeing eligibility staff located at hospitals, public health centers and community clinics. HCA is responsible for:

1. evaluating eligibility for Medi-Cal and CMS,
 2. ensuring that CMS is the program of last resort,
 3. helping applicants through the eligibility process,
 4. teaching beneficiaries how to receive covered services and how to resolve access to health care problems,
 5. resolving first level eligibility appeals,
 6. referring applicants and beneficiaries to other resources, e.g., Medi-Cal, State Disability, General Relief, community-based organizations, etc., and
 7. providing CMS applicants and beneficiaries with other program information that is appropriate to their circumstances at the time eligibility to CMS is established or denied.
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B. County Medical Services Program (CMS)

This section within HHSA contains the CMS Program Manager and the CMS Program Specialists. The Manager oversees the CMS Program Specialists who maintain CMS policies and procedures in Article A, process Disabled Adult Programs Division (DAPD) and Third Party Liability recovery for the CMS Program.

C. Administrative Services Organization (ASO)

San Diego County contracts with an ASO to:

1. schedule eligibility appointments,
2. Manage Patient care
3. Authorize treatment based upon established guidelines,
4. process provider claims,
5. bill Medi-Cal for reimbursement,
6. Manage a scope of service complaint and grievance process,
7. monitor and analyze program costs, and
8. monitor claim payments or other duties related to County lien assertions.

A.1.6

Definitions of Terms

A. Acronyms

ASO	Administrative Services Organization
CFBU	Case Family Budget Unit
CMS	County Medical Services
COS	Clinic Outstationed Services
GR	General Relief
DAPD	Disabled Adult Programs Division
FPL	Federal Poverty Level
FRC	Family Resource Center
HCA	Health Coverage Access
HOS	Hospital Outstationed Services
IDX	CMS Computer Program System (ASO)
MEDS	Medi-Cal Eligibility Data System (State)
MIA	Medically Indigent Adult
MNL	Maintenance Need Level
NOA	Notice Of Action
OHC	Other Health Coverage
QC	Quality Control
R&R	Revenue & Recovery
SOC	Share of Cost
SPOS	Strategic Planning & Operational Support

B. Terms

Administrative Services Organization – a firm that performs administrative management functions and provides day-to-day administration of specific services related to CMS.

Beneficiary - an adult certified as eligible for CMS.

Certification - a determination made by the County that an applicant meets CMS eligibility criteria.

CMS Adult - a person age 21 through 64. CMS adult status begins the month following the 21st birthday and ends the last day of the month before the 65th birthday.

CMS Provider - a medical provider contracted by the County to provide medical services to CMS beneficiaries.

Combination MFBU - a combination MFBU includes a person(s) who is eligible to Medi-Cal and a person(s) who is eligible to County Medical Services (CMS).

Clinic Outstationed Services – staff located in clinics responsible

for processing CMS applications.

Documentation – the act of recording, in the case record, evidence submitted to enable the worker to determine eligibility. Documentation must include narrative entries in the case or in the county use sections of the Statement of Facts to show how the worker resolved inconsistent or unclear information reported by the applicant. Documentation may also include a narrative of how the worker evaluated submitted evidence, and how the worker arrived at the eligibility decision.

Hospital Outstationed Services – staff located in hospitals contracted with the Hospital Association of San Diego & Imperial Counties responsible for processing CMS and Medi-Cal applications.

IDX – the computer corporation the County contracts with to provide software systems for recording CMS eligibility and processing claims and treatment authorizations.

Inpatient – a patient who has been admitted to a hospital and is receiving services under the direction of a physician for 24hrs or more.

Maintenance Need Level - the amount of income an adult or family is allowed to keep for basic living expenses. The size of the CMS FBU and amount of monthly net non-exempt income determines the eligibility category and maintenance need level. The MNL for CMS is equal to 165% of the annually adjusted Federal Poverty Level amount. The maximum MNL for the CMS Hardship eligibility category is equal to 350% of the annually adjusted Federal Poverty Level amount.

Notice Of Action – a written statement of eligibility determination for CMS benefits that includes the certification period and appeal rights.

Outpatient - an adult who received medical services through an emergency room, a doctor's office or a clinic.

Reapplication – an application submitted after a one (1) month break in certification.

Recertification – a determination that a beneficiary continues to meet the CMS eligibility criteria without a one (1) month break in certification.

Revenue & Recovery - per San Diego County Administrative Ordinance Article V, Section 92, Revenue & Recovery is the County department responsible for CMS Lien assertions.

Share of Cost – The monthly amount of discretionary income

available to patients which must be paid or is obligated to be paid toward the cost of their CMS covered health care services each month.

Threshold Language – a threshold language is defined as the native language of a group who comprises five percent or more of the people served by the CMS Program. For the CMS Program, the threshold language is Spanish.

Uncertified Visit – Date of Service where medical care was provided to a patient without current CMS eligibility.

A.1.7

Case record Retention

A. Policy

Both active and inactive patient case records created by Clinic workers prior to implementation of the CMS IT System are kept in file cabinets at the Clinic site. Closed cases stay at the site for six months after the certification period expires or the denial action is taken. After six months of inactivity, the cases are transferred to the HCA CMS Eligibility Unit and sent to off site storage.

B. Transfer Of Inactive Cases

HCA Supervisors are responsible for directing inactive case transfers to the HCA CMS Eligibility Unit.

C. Case Storage

1 Hard Copy Cases

Upon receipt of the cases, the HCA CMS Eligibility Unit boxes the cases in alphabetical order, labels the boxes and moves them to headquarters prior to being sent to off site storage. After three and a half years, the case records are scheduled for shredding.

2 Electronic Cases

Cases created in the CMS IT System will remain on the electronic system until it is purged by the vendor. Purging of electronic cases will be done accordance with the requirements outlined to the vendor.

APPENDIX 1A

County Medical Services (CMS) Primary Care Clinics (PCC)

A. PCC Listing

PCC#	Clinic Name/Address
94	Borrego Springs Medical Center 4343 Yaqui Pass Road Borrego Springs, CA 92004 (760) 767-5051
98	Centro Médico-El Cajon 345 North Magnolia, Suite 103 El Cajon, CA 92020-3954 (619) 401-0404
97	Julian Clinic 2721 Washington Street Julian, CA 92036 (760) 765-1357
7	Comprehensive Health Center 3177 Oceanview Blvd. San Diego, CA 92113 (619) 231-9300
12	Downtown 120 Elm Street San Diego, CA 92101 (619) 235-4211
11	Lincoln Park 286 Euclid Avenue, Suite 302 San Diego, CA 92114 (619) 527-7330
24	Community Health Systems/Fallbrook Family Health Center 617 East Alvarado Street Fallbrook, CA 92028 (706) 728-3816
5	Family Health Centers of San Diego/ Beach Area Family Health Center 3705 Mission Blvd. San Diego, CA 92109 (619) 515-2444
9	Chase Avenue Family Health Center 1111 West Chase Avenue El Cajon, CA 92020 (619) 515-2499
74	City Heights Family Health Center 5379 El Cajon Blvd. San Diego, CA 92115 (619) 515-2400

PCC#	Clinic Name/Address
18	Family Health Center of San Diego (continued) Downtown Family Health Center 1145 Broadway San Diego, CA 92101 (619) 515-2525
39	Grossmont/Spring Valley Family Health Center 8788 Jamacha Road Spring Valley, CA 91977 (619) 515-2555
50	Logan Heights Family Health Center 1809 National Avenue San Diego, CA 92113 (619) 515-2300
53	North Park Family Health Center 3544 30th Street San Diego, CA 92104 (619) 515-2424
49	Sherman Heights Family Health Center 2391 Island Ave San Diego, CA 92102 (619) 515-2435
96	Diamond Neighborhood Family Health Center 220 Euclid Avenue, Suite 40 San Diego, CA 92114 (619) 515-2560
40	Imperial Beach Health Center 949 Palm Avenue Imperial Beach, CA 91933 (619) 429-3733
43	La Maestra Family Clinic 4185 Fairmount Avenue San Diego, CA 92105 (619) 280-4213
44	El Cajon 165 South First Street El Cajon, CA 92019 (619) 312-0347
46	Highland 101 North Highland Avenue, Ste A National City, CA 91950 (619) 434-7308

PCC#	Clinic Name/Address
79	Mountain Health & Community Services Alpine Family Medicine 1620 Alpine Blvd., #B119 Alpine, CA 91901 (619) 445-6200
92	High Desert Family Medicine 44460 Old Highway 80 Jacumba, CA 91934 (619) 766-4071
95	Escondido Family Medicine 255 North Ash Street, Suite 101 Escondido, CA 92027 (760) 545-5842
56	Mountain Empire Family Medicine 31115 Highway 94 Campo, CA 91906 (619) 478-5311
99	25TH Street Family Medicine 316 25 th Street San Diego, CA 92102 (619) 238-5551
15	Neighborhood Healthcare East County Community Health Services 855 East Madison Avenue El Cajon, CA 92020 (619) 440-2751
48	El Capital Family Health Center 10039 Vine Street Lakeside, CA 92040 (619) 390-9975
36	Escondido Community Health Center-North Elm 460 North Elm Street Escondido, CA 92025 (760) 737-2000
34	Escondido Community Health Center-Pennsylvania 641 E. Pennsylvania Avenue Escondido, CA 92025 (760) 737-7896
37	Mountain Valley Health Center 16650 Highway 76 Pauma Valley, CA 92061 (760) 742-9919

PCC#	Clinic Name/Address
27	North County Health Services Ramona Health Center 217 East Earlham Street Ramona, CA 92065 (760) 789-1223
64	Operation Samahan, INC. Camino Ruiz 10737 Camino Ruiz, Suite 100 San Diego, CA 92126 (858) 578-4220
63	Highland Avenue 2743 Highland Avenue National City, CA 91950 (619) 474-8686
45	San Diego Family Care Linda Vista Health Care Center 6973 Linda Vista Road San Diego, CA 92111 (858) 279-0925
55	Mid City Community Clinic 4290 Polk Avenue San Diego, CA 92105 (619) 563-0250
60	San Ysidro Health Center 4004 Beyer Blvd. San Ysidro, CA 92173 (619) 428-4463
57	Chula Vista Family Clinic 865 Third Avenue, Suite 133 Chula Vista, CA 91910 (619) 498-6200
58	National City Family Clinic 1136 D Avenue National City, CA 91950 (619) 336-2300
78	Otay Family Health Center 1637 Third Avenue, Suite B Chula Vista, CA 91911 (619) 205-1360
70	Vista Community Clinics Tri City Community Health Center 161 Thunder Drive, Suite 212 Vista, CA 92083 (760) 631-5030

90	Vista Community Clinic 1000 Vale Terrace Vista, CA 92084 (760) 631-5000
87	Vista Community Clinic-Horne Street 517 N. Horne Street Oceanside, CA 92054 (760) 631-5009
86	Vista Community Clinic-N. River Rd 4700 North River Road Oceanside, CA 92057 (760) 433-6880
91	Vista Community Clinic West 818 Pier View Way Oceanside, CA 92054 (760) 631-5250

APPENDIX 1B

County Medical Services (CMS) Contracted Hospitals

**A.
Contracted
Hospitals**

Hospital Code	Name/Address
101	Alvarado Hospital 6655 Alvarado Road San Diego, CA 92120 (619) 287-3270
114	Fallbrook Hospital District 624 East Elder Street Fallbrook, CA 92028 (760) 728-1191
115	Sharp-Grossmont Hospital 5555 Grossmont Center Drive La Mesa, CA 91942 (619) 740-6000
121	Scripps Mercy Hospital 4077 Fifth Avenue San Diego, CA 92103 (619) 294-8111
130	Palomar Hospital Medical Center 555 East Valley Parkway Escondido, CA 92025-3048 (760) 739-3000
127	Paradise Valley Hospital 2400 East Fourth Street National City, CA 91950 (619) 470-4321
132	Pomerado Hospital 15615 Pomerado Road Poway, CA 92064-2405 (858) 613-4000
147	Promise Hospital of San Diego 5550 University Avenue San Diego, CA 92105 (619) 582-3516
163	Scripps Memorial Hospital-Encinitas 354 Santa Fe Drive Encinitas, CA 92023 (760) 753-6501
164	Scripps Memorial Hospital-La Jolla 9888 Genesee Avenue

	La Jolla, CA 92037 (858) 457-4123
161	Scripps Mercy Hospital-Chula Vista 435 H Street Chula Vista, CA 91910 (619)691-7000
107	Sharp Chula Vista Medical Center 751 Medical Center Court Chula Vista, CA 91911 (619) 482-5800
109	Sharp Coronado Hospital 250 Prospect Place Coronado, CA 92118 (619) 522-3600
111	Sharp Memorial Hospital 7901 Frost Street San Diego, CA 92123 (858) 939-3400
143	UCSD Medical Center 200 West Arbor Drive San Diego, CA 92103 (619) 543-6222
129	UCSD Thornton Hospital 9300 Campus Point Drive La Jolla, CA 92037 (858) 550-0115
